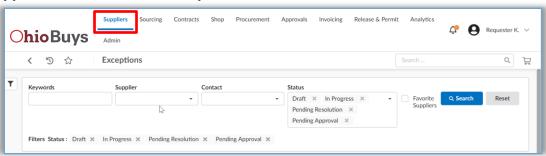


How to Create an Exception

Step-by-Step Instructions for Creating an Exception

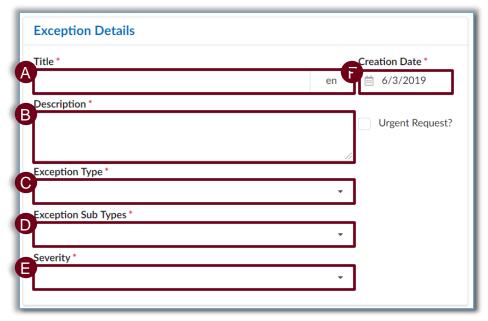
Log in to OhioBuys. From any page in OhioBuys, go to the main menu navigation bar, click on **Suppliers**, and then select **Exceptions**.



From the Exceptions page, click Create Exception.

Create Exception

Complete the following required fields under **Exception Details.** Required fields will be marked with a red asterisk:



- a) Title A name for the exception
- **b) Description** A detailed description of the exception
- c) Exception Type Describes whether the Exception is an issue with: Customer Service (used for both positive and negative exceptions), Delivery, Invoicing, Product, or Revenue Share (only used for negative exceptions, Revenue Share will be active in 2020)
- d) Exception Sub Types Varies based on exception type
- e) Severity-High, Medium, or Low
- f) Creation Date By default this will populate with today's date

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How to Create an Exception

Step-by-Step Instructions for Creating an Exception

Specify the **Origin** of the exception, which describes who the exception is linked to.

- a) An exception must be linked to a **Supplier**. Once that Supplier has been selected a hyperlink will be established leading to the corresponding supplier record.
- b) Exceptions can be more specifically tied to a **Contract**, **Sourcing Process**, **Order**, **Delivery**, **Commodities**, and/or **Organizations** as appropriate. A hyperlink will also be linked to the corresponding contract record if a contract is linked.



- c) Select the **Organizations** impacted by the exception.
- As you fill in certain fields in the **Origin** section of your exception, others may auto-populate. (e.g., after selecting a Contract, the Commodities associated with that Contract will auto-populate)

Click Save.





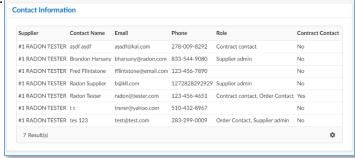
How to Create an Exception

Supplier Input?

Step-by-Step Instructions for Creating an Exception

Review that the information contained in your exception is accurate.

- ▲ If you would like to send the exception to supplier for their input, click the **Supplier Input** checkbox.
- ▲ If the **Supplier Input** checkbox is clicked, the exception will be sent to the Supplier after it receives Agency Exception Reviewer and Contract Analyst approval.
- ▲ To review what Supplier contacts will receive an exception, navigate to the **Contacts** tab. The **Contact Information** table displays all of a Supplier's contacts. An exception will be sent to any Supplier contacts that have the **Contract Contact** role. If there are no Supplier contacts with the **Contract Contact** role, then the exception will be sent to all Supplier contacts.



When you are ready to submit it for approval, click Submit.

Submit

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